CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D402A) Facilities and Related Services (F&RS) Support

   TA No: RFT002-Rev7

   Task Area Monitor: **Alternate Task Area Monitor:**   None

   NASA POC: **Software Control Class:**   Low Control

   Type of Task: Recurring Task

2. BACKGROUND

The Facility & Related Services (F&RS) budget produced annually for LaRC is defined as a project in the Center Management and Operations (CMO) budget . The F&RS budget (based on facility maintenance and utilities) falls under the direction of the CMO managing official at the Center (Associate Director for Operations). The database is developed from actual and projected costs for more than 6,000 rooms, 300 buildings and supporting infrastructure. The data revolves around approximately 18 commodities that are displayed for full disclosure to consumers and Center Management.

Software maintenance and upgrades, database administration, database applications development, data mapping, data warehousing, data modeling, data staging, data manipulation, database population, analysis and computer systems administration are necessary in the preparation of the F&RS Project database and Web applications. Developmental and production databases must be maintained, while archived data sets shall be available for restoration. Web application and database hosting (with appropriate data security) are integral to this system. These services extend to the continuing identification and evaluation of new information technologies applicable to the F&RS Project environment.

3. OBJECTIVE

The objective of this task assignment is to provide information technology (IT) support for the Facilities and Related Service Activities (F&RS) Project. This support shall include, but is not limited to, the following:

- database management tool development and support

- information management application and system development

- new information technology identification and evaluation

- software maintenance and upgrades, database and system management

- data mapping

- data staging and warehousing

- data modeling

- data manipulation

- database population

- support LaRC enterprise software initiatives

- support data requests from senior management

- support data requests from Facilities and Related Service customers

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:
Refer to Exhibit A, Inventory of Equipment and Software that defines the required General IT Support Services. The services of System and IT Security Administration shall be provided for those systems for which "System and IT Security Administration Required" is checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services. The services of Hardware Maintenance (HM), System Software Management (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Sections 4.7 and 4.8 of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
There are seven specific areas of support for this task assignment.

1. F&RS Project Automated Monthly Expense Tracking System.

The objective of this subtask is to maintain and enhance the second-generation F&RS Project database system for tracking actual facility operation and maintenance expenses on a monthly basis per requirements specification RFT002_F&RSA-RS-1001_Ver1.0B. It shall receive updated information from the user and automated downloads, check the data for completeness and integrity, perform the extensive allocation calculations, crosscheck the results, and promote reviewed cost scenarios to the production database. This system shall also eventually support the annual production of the F&RS Project Budget for LaRC.

2. F&RS Project Budget Generation Tool.

The objective of this subtask is to extend the second-generation F&RS database system with a turnkey budget generation tool in accordance with requirements specification RFT002_F&RSA-RS_1002_Ver 1.0, adjusted as necessary to accommodate newer CMO requirements The new tool shall integrate historic actual costs with current budget guidelines and be flexible enough to receive facility downsizing and operational usage changes to generate various budget scenarios. Like the older, existing system, this system shall still annually produce the F&RS Project Budget for LaRC, but it shall remove the custom SQL code changes and manual table updates from the process. This tool s implementation shall be scheduled as requested by the customer when revised CMO requirements are determined.

3. IAM Integration.

The SAP Enterprise solutions selected by NASA for Integrated Asset Management (IAM) systems have data input requirements that the existing and second generation F&RS system must support. These requirements, as they are determined, must be understood and accommodated as necessary. The information required by IAM shall include but not be limited to planned expenditures, monthly accounting of actual costs, and cost center to cost center transactions. Support shall be provided, as needed, to assess the SAP interface requirements and its impact on the existing F&RS system requirements as well as to implement any required changes.

4. Requirements Mandated from LaRC Management, F&RS Consumers, or NASA Headquarters.

The occasional informational requirement dictated by senior management must be satisfied. This work will include the development of ad-hoc reports, as needed, using SQL queries of Space Utilization (SU), Real Property (RP), F&RS, and other geographic information systems (GIS) databases to produce data sets or calculations about particular buildings, geographic features or infrastructure at LaRC that are not available from existing user interfaces. The work may include building data sets that are made available to Government employees for data analysis using the latest database query tools.

5. F&RS Budget Generation Support.

Historically, the F&RS has not accomplished the budget building process in just a single run of the database. Discovery of incorrect information and further, unpredictable budget adjustments throughout the fiscal year after the completion of what is believe to be a final database run has occurred too many times to be ignored. Until the second generation F&RS Budget Generation Tool is operational, support shall be required, as needed, to make the custom SQL code changes necessary to publish revised fiscal year budgets based on changes identified by the Government.

6. Incremental Enhancements and Modernization to F&RS, Space Utilization, and Real Property Production Databases and Interface Applications.

Incremental enhancements and modifications to data tables, data exchange jobs, and web interfaces are required as part of a continuous improvement initiative within the F&RS. The work may include the web display of additional information from existing tables or a clarification statement for a particular commodity. The addition of new data attribute fields may also be required as long as the new fields do not impact the fundamental database design. Older client-server interfaces may also require modernization using newer web-based implementation tools. This subtask shall be performed, as needed, when the Government specifies enhancement requirements.

7. F&RS System Operations Support.

The continuous operation of the user interfaces and background processes for the F&RS is crucial to its success. F&RS operations and customer support shall be provided, as need, to assist the F&RS business team and its customers as questions and problems are identified. This support shall include hardware maintenance, system software management, and database administration as well as F&RS applications support.

ENABLING CLAUSE BETWEEN ConITS GIS, ROME, AND OTHER LANGLEY CONTRACTORS

(a) NASA has entered into contracts with the firms listed below for other support services at Langley Research Center:

Contractor Services

ROME -- Research, Operations, Maintenance, and Engineering
MTI -- Inspection, Quality Assurance, and Survey (IQA)
ACS, Inc. -- Outsourcing Desktop Initiative for NASA (ODIN)
MLB Enterprises -- Groundskeeping and Pest Control Services

(b) In the performance of this contract, the ConITS GIS support personnel shall cooperate with the above listed Contractors by: responding to invitations from authorized personnel to attend meetings; providing access to technical information and research, development and planning data, test data and results, schedule and milestone data; limited financial data including estimates, all in original form or reproduced, discussing/coordinating matters related to projects; providing access to Contractor facilities utilized in the performance of this contract; and allowing observation of technical activities by appropriate support Contractor

technical personnel.

(c) The Contractor further agrees to include in each subcontract over $1 million or 10 percent of prime contract value, whichever is less, a clause requiring compliance by a subcontractor and succeeding levels of subcontractors with the response and access provisions of paragraph (b) above, subject to coordination with the Contractor. This agreement does not relieve the Contractor of responsibility to manage subcontracts effectively and efficiently, nor is it intended to establish privity of contracts between the Government or the service Contractor(s) and such subcontractors.

General IT Support Services Performance Metrics

<u>Performance Standard</u>: Budgets and ad-hoc reports are generated promptly and accurately based on F&RSA business office requirements.

<u>Performance Metrics</u>:

Exceeds: Budgets and ad-hoc reports are generated within five business days. The results are accurate and fulfill the requested requirements.

Meets: Budgets and ad-hoc reports are generated within ten business days. The results are accurate and fulfill the requested requirements.

Fails: Timely feedback is not provided, or the results are inaccurate or not as requested.

<u>Performance Standard</u>: Questions, problems, and routine administration tasks are promptly addressed and, if possible, fully resolved.

<u>Performance Metrics</u>:

Exceeds: Questions, problems, and routine administration tasks are evaluated and feedback is provided to the requestor within one business day. The resolution fully addresses the request. If a resolution cannot be completed within that timeframe, the feedback provides relevant details.

Meets: Questions, problems, and routine administration tasks are evaluated and feedback is provided to the requestor within three business days. The resolution addresses the request. If a resolution cannot be completed within that timeframe, the feedback provides relevant details.

Fails: Timely feedback is not provided, or the resolution does not address the request.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

8. SPECIAL SECURITY REQUIREMENTS

Unclassified data and systems.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

This Task Assignment will follow the ConITS general Software Project Management Plan (SPMP) with exceptions noted in the Task Plan to be submitted in response to this Task Assignment.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task assignment at meeting to be held monthly, on an as needed basis, at an agreed upon time. The following persons or their alternates are requested to attend: NASA Task Area Monitor (TAM) and Contractor personnel assigned to task. Technical performance, timeliness, cost and staffing will be discussed. When requested, the Contractor shall maintain minutes of the meeting. Meeting minutes will be distributed via email to participants as requested for review and correction, when necessary. Meeting minutes will be archived on a mutually agreed upon NASA/LaRC computer.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%   Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Modifications and additions to Facilities and Related Service system	04/27/2009

17. FILE ATTACHMENTS

None.